



# Make-Up Lesson Policy

*It's a Gift for Life*

**IMPORTANT NOTE:** From Term 2 2020 all absences are to be recorded in the customer portal for a make-up lesson to be created.

With the current COVID-19 situation we have made adjustments to our make-up policy to ensure the safety of all families and our staff. All families who's accounts are paid in full are entitled to any number of make-up lessons necessary due to sickness if absence is advised ON ONLINE PORTAL PRIOR to lesson commencing.

1. Enter future absence into portal (via website or app)
2. Absence will be approved by admin
3. Make-up tokens will then be applied to your account on the Customer Portal following the date of absence.
4. You may use these up to 365 days after the absence. You may pick the session that best suits you. PLEASE NOTE THAT MAKE-UP LESSONS CANNOT BE BOOKED DURING RESTRICTION STAGES 1 AND 2.

Please note that whilst we will do our best to accommodate make-up lessons, our class sizes are limited and lessons that cannot be made up during the 365 day period will be void.

If absences are not recorded into the online portal prior to the absence then that lesson will be void and no make-up lessons will be issued.

Cancellations due to medical issues will be addressed individually.

bookings@cmeswim.com.au

(07) 4053 2549

70 Russell St. Edge Hill

www.cmeswim.com.au

 @cmeswimcairns

 @c\_me\_swim\_school